

WORKPLACE SECURITY PROGRAM

City of Ceres
2720 Second Street
Ceres, CA 95307

Date Adopted: _____

1/19/07

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

INJURY AND ILLNESS PREVENTION PROGRAM FOR WORKPLACE SECURITY

The City of Ceres IIP Program for Workplace Security addresses the hazards known to be associated with the three major types of workplace violence.

Type I workplace violence involves a violent act by an assailant with no legitimate relationship to the workplace who enters the workplace to commit a robbery or other criminal act.

Type II involves a violent act by a recipient of a service provided by our establishment, such as a citizen, customer, passenger or a criminal suspect or prisoner.

Type III involves a violent act by a current/former employee, supervisor or manager, or another person who has some employment-related involvement with our establishment, such as an employee's spouse, co-habitant or relationship, an employee's relative or friend, or another person who has a dispute with one of our employees.

I. RESPONSIBILITY

The IIP Program administrator for workplace security is the Human Resources Manager. The authority and responsibility for implementing the provisions of this program for the City of Ceres rests with the City Manager or designee.

All managers and supervisors are responsible for implementing and maintaining this IIP Program in their work areas and for answering employee questions about the IIP Program. A copy of this IIP Program is available from each manager and supervisor.

II. COMPLIANCE

Management of the City is responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

All employees are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

The City's system of ensuring that all employees, including supervisors and managers, comply with work practices that are designated to make the workplace more secure, and that City employees do not engage in verbal threats or physical actions which create a security hazard for others in the workplace, include:

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

1. Informing employees, supervisors and managers of the provisions of our IIP Program for Workplace Security;
2. Evaluating the performance of all employees in complying with our establishment's workplace security measures;
3. Recognizing employees who perform work practices which promote security in the workplace;
4. Providing training and/or counseling to employees whose performance is deficient in complying with work practices designed to ensure workplace security; and
5. Disciplining workers for failure to comply with workplace security practices; and
6. Development and training in the City's Workplace Security Procedures and Protocols.

COMMUNICATION

At the City of Ceres, we recognize that to maintain a safe, healthy and secure workplace we must have open, two-way communication between all employees, including managers and supervisors, on all workplace safety, health and security issues. The City has a communication system designed to encourage a continuous flow of safety, health and security information between management and our employees without fear of reprisal and in a form that is readily understandable. Our system consists of one or more of the following:

1. New employee orientation on our establishment's workplace security policies, procedures and work practices.
2. Review of our IIP Program for Workplace Security.
3. Training programs designed to address specific aspects of workplace security.
4. Regularly scheduled safety meetings which include discussion on workplace security.
5. Effective communication of safety, health and security concerns between employee, supervisors and managers, including translation where appropriate.
6. Posted or distributed workplace security information.
7. A system for workers to inform management about workplace security hazards and verbal or physical threats of violence that includes protecting employees from retaliation by the person making the threats.

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

8. An employee safety committee that meets regularly, prepares written records of the safety and health committees meetings, reviews results of the periodic scheduled workplace inspections, reviews investigations of workplace violence and makes suggestions to management for the prevention of future incidents, reviews threats and incidents, and submits recommendations to assist in the evaluation, training, and counseling of employees.

HAZARD ASSESSMENT

Periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence are performed by the following competent observer(s) in the following areas of our workplace:

Competent Observer	Area
Designated Individual from City Hall and Public Safety Department	City Hall Complex, Public Safety Buildings
Appointed Safety Committee Member	Field Operations, Shop, Offsite Plants

Periodic inspections are performed according to the following schedule:

1. When we initially establish our IIP Program for Workplace Security;
2. When new, previously unidentified security hazards are recognized;
3. When occupational injuries or threats of injury occur; and
4. Whenever workplace security conditions warrant an inspection.
5. During regularly scheduled quarterly inspections by the Safety Team.

Periodic inspections for security hazards consist of identification and evaluation of workplace security hazards and changes in employee work practices, and may require assessing for more than one type of workplace violence. The City performs inspections for each type of workplace violence by using the methods specified below to identify and evaluate workplace security hazards.

Inspections for Type I workplace security hazards include assessing:

1. The exterior and interior of the workplace for its attractiveness to robbers.
2. The need for security surveillance measures, such as mirrors or cameras.
3. Posting of signs notifying the public that limited cash is kept on the premises.
4. Procedures for employee response during a robbery or other criminal act.
5. Procedures for reporting suspicious persons or activities.

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

6. Posting of emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line.
7. Limiting the amount of cash on hand and using time access safes for large bills.

Inspections for Type II workplace security hazards include assessing:

1. Access to, and freedom of movement within, the workplace.
2. Adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.
3. Frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the City.
4. Employees' skill in safely handling threatening or hostile service recipients.
5. Effectiveness of systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
6. The use of work practices such as "buddy" systems for specified emergency events.
7. The availability of employee escape routes.

Inspections for Type III workplace security hazards include assessing:

1. How effectively the City's anti-violence policy has been made known to employees, supervisors or managers.
2. Employee perceptions about how management treats its employees.
3. Awareness by employees, supervisors and managers of the warning signs of potential workplace violence.
4. Access to, and freedom of movement within the workplace by non-employees, including recently discharged employees or persons with whom one of our employee's is having a dispute.
5. Frequency and severity of employee reports of threats of physical or verbal abuse by managers, supervisors or other employees.

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

6. How effectively violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled by management.
7. How effectively employee disciplinary and discharge procedures are handled.

INCIDENT INVESTIGATIONS

Procedures for investigating incidents of workplace violence include:

1. Reviewing all previous incidents involving violence at our workplace, including threats of violence and verbal abuse;
2. Visiting the scene of an incident as soon as possible;
3. Interviewing the injured and threatened employees and witnesses;
4. Examining the workplace security risk factors associated with the incident, including any reports of inappropriate behavior by the perpetrator;
5. Determining the cause of the incident;
6. Taking corrective action to prevent the incident from recurring;
7. Recording the findings and corrective actions taken.

HAZARD CORRECTION

Hazards which threaten the security of employees will be addressed as timely as possible when they are first observed or discovered. Incidents requiring immediate corrective action include:

1. Notification of law enforcement authorities when a criminal act has occurred.
2. Emergency medical care provided in the event of any violent act upon an employee; and
3. Post event trauma counseling for those employees desiring such assistance.

Corrective measures for Type I workplace security hazards can include:

1. Making the workplace unattractive to robbers.

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

2. Utilizing surveillance measures, such as cameras or mirrors, to provide information as to what is going on outside and inside the workplace.
3. Procedures for reporting suspicious persons or activities.
4. Posting of emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line.
5. Posting of signs notifying the public that limited cash is kept on the premises.
6. Limiting the amount of cash on hand and using time access safes for large bills.
7. Employee, supervisor and management training on emergency action procedures.

Corrective measures for Type II workplace security hazards include:

1. Controlling access to, and freedom of movement within the workplace consistent with business necessity.
2. Ensuring the adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.
3. Providing employee training in recognizing and handling threatening or hostile situations that may lead to violent acts of persons who are service recipients of our establishment.
4. Placing effective systems to warn others of a security danger or to summon assistance, e.g., alarms or panic buttons.
5. Providing procedures for a "buddy" system for specified emergency events.
6. Ensuring adequate employee escape routes.

Corrective measures for Type III workplace security hazards include:

1. Effectively communicating the City's anti-violence policy to all employees, supervisors or managers.
2. Improving employee's perceptions about how management treats its employees.

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

3. Increasing awareness by employees, supervisors and managers of the warning signs of potential workplace violence.
4. Controlling access to, and freedom of movement within, the workplace by non-employees, including recently discharged employees or persons with whom one of our employee's is having a dispute.
5. Providing counseling through the Employee Assistance Program to employees, supervisors or managers who exhibit behavior that represents strain or pressure which ay lead to physical or verbal abuse of co-employees.
6. Ensure that all reports of violent acts, threats of violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.
7. Ensure that employee disciplinary and discharge procedures address the potential for workplace violence.

TRAINING AND INSTRUCTION

All employees, including managers and supervisors shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided a follows:

1. When the IIP Program for Workplace Security is first established;
2. To all new employees and all other employees for which training has not previously been provided;
3. To all supervisors and managers;
4. To all employees, supervisors and managers given new job assignments for which specific workplace security training for that job assignment has not previously been provided;
5. Whenever the employee is made aware of a new or previously unrecognized security hazard.

Workplace security training and instruction includes, but is not limited to, the following:

1. Explanation of the IIP Program for Workplace Security including measures for reporting any violent acts, threats of violence or verbal abuse.

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

2. Recognition of workplace security hazards including the risk factors associated with the three types of workplace violence.
3. Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
4. Ways to diffuse hostile or threatening situations.
5. Measures to summon others for assistance.
6. Employee routes of escape.
7. Emergency action and post-emergency procedures.

In addition, we provide specific instructions to all employees regarding workplace security hazards unique to their job assignment, to the extent that such information was not already covered in other training.

Type I training and instruction for managers, supervisors and employees include:

- Crime awareness
- Location and operation of alarm systems
- Communication procedures
- Proper work practices for specific workplace activities or assignments

Type II training and instruction for managers, supervisors and employees include:

- Self-protection.
- Dealing with angry, hostile and threatening individuals.
- Care, use and maintenance of alarm tools and other protective devices.
- Location and operation of alarm systems.
- Determination of when to use the “buddy” system or other assistance from co-workers.
- Awareness of indicators that lead to violent acts by recipients of service providers.

Type III training and instruction for managers, supervisors and employees include:

- Pre-employment screening practices.
- Employee Assistance Programs.
- Awareness of indicators that lead to violent acts.
- Managing with respect and consideration for employee well-being.
- Review of anti-violence policy and procedures.

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY PROGRAM.doc

1/19/2007

I:\MGT_SVCS\DEPT\Kathys\safety manuals\WORKPLACE SECURITY
PROGRAM.doc